

As anticipated the final quarter of the year has been the most productive. Overall the year has seen an increase in the amount of data protection related concerns brought to our attention. Intake has been higher than expected, up 15% on last year. Receipts have outpaced closures, but we have been able to resolve more cases than ever before. We are now well placed to deal with this increased intake. Departments are fully staffed, and new recruits are becoming increasingly productive.

Freedom of Information intake has again been higher than last year, but to a lesser extent, up by 4%. There has been a small shortfall in closures versus receipts. We have however issued a record number of formal FOI decision notices and expect to maintain current service levels into the new financial year.

Productivity in terms of self-reported incidents (SRIs) is also significant. We closed nearly 90% more SRIs than last year. This is a result of sharing the work across two departments and dealing with a significant number of the minor incidents more quickly.

Additional comments on operational performance are in the information rights report.

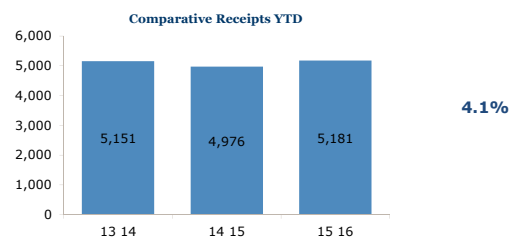
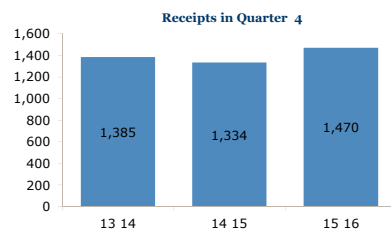
Simon Entwisle

FOI complaint casework

April 2016 - Quarter 4

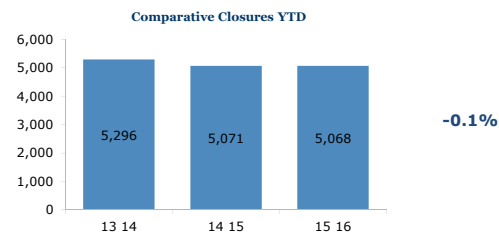
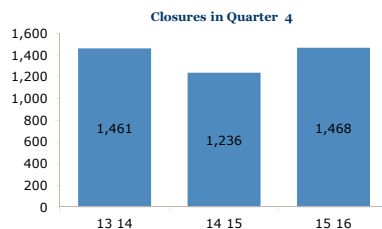
Received

	2014/15	2015/16
Quarter 1	1,225	1,249
Quarter 2	1,217	1,352
Quarter 3	1,200	1,110
Quarter 4	1,334	1,470
Total	4,976	5,181

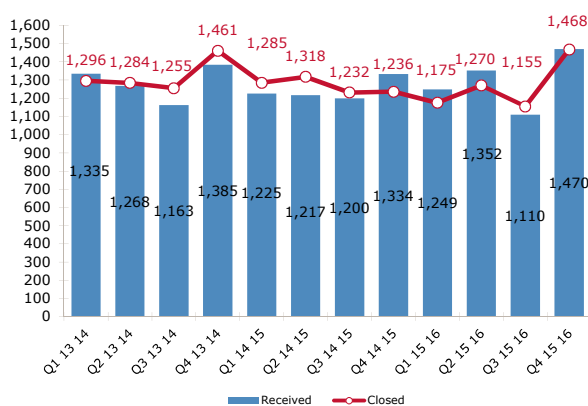


Closed

	2014/15	2015/16
Quarter 1	1,285	1,175
Quarter 2	1,318	1,270
Quarter 3	1,232	1,155
Quarter 4	1,236	1,468
Total	5,071	5,068



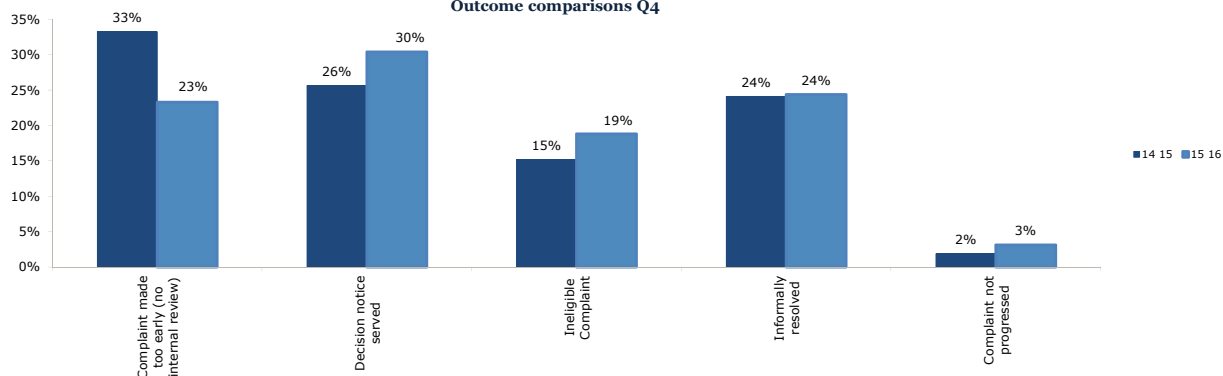
Receipt & Closures by Quarter



FOI and EIR Complaints - Age profiles of finished casework

Age profile	Q4	%
0 - 30 days	645	44%
31 - 90 days	342	23%
91 - 180 days	308	21%
181 - 270 days	134	9%
271 - 365 days	31	2%
365 days+	8	0.5%
Total	1,468	100%

Outcome comparisons Q4



Decision Notices Served

	2014/15	2015/16
Quarter 1	309	282
Quarter 2	365	333
Quarter 3	314	318
Quarter 4	317	443
Total	1,305	1,376

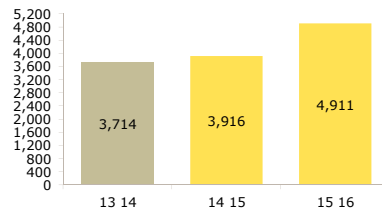
Decision Notices Served by outcome

	2014/15				2015/16			
	Not upheld	Partially upheld	Upheld	Total	Not upheld	Partially upheld	Upheld	Total
Quarter 1	184	43	82	309	173	26	83	282
Quarter 2	236	55	74	365	206	45	82	333
Quarter 3	196	46	72	314	214	45	59	318
Quarter 4	193	45	79	317	260	77	106	443
Total	809	189	307	1,305	853	193	330	1,376

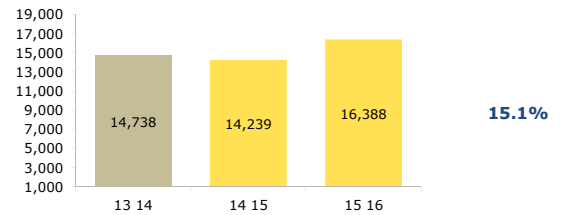
Received

	2014/15	2015/16
Quarter 1	3,330	3,689
Quarter 2	3,522	3,999
Quarter 3	3,471	3,789
Quarter 4	3,916	4,911
Total	14,239	16,388

Receipts In Quarter 4



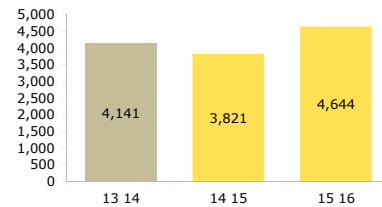
Comparative Receipts YTD



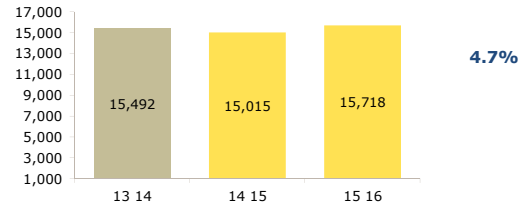
Closed

	2014/15	2015/16
Quarter 1	4,000	3,431
Quarter 2	3,601	3,846
Quarter 3	3,593	3,797
Quarter 4	3,821	4,644
Total	15,015	15,718

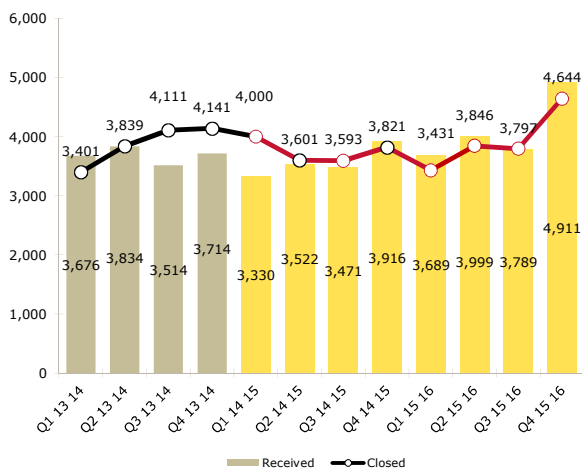
Closures in Quarter 4



Comparative Closures YTD



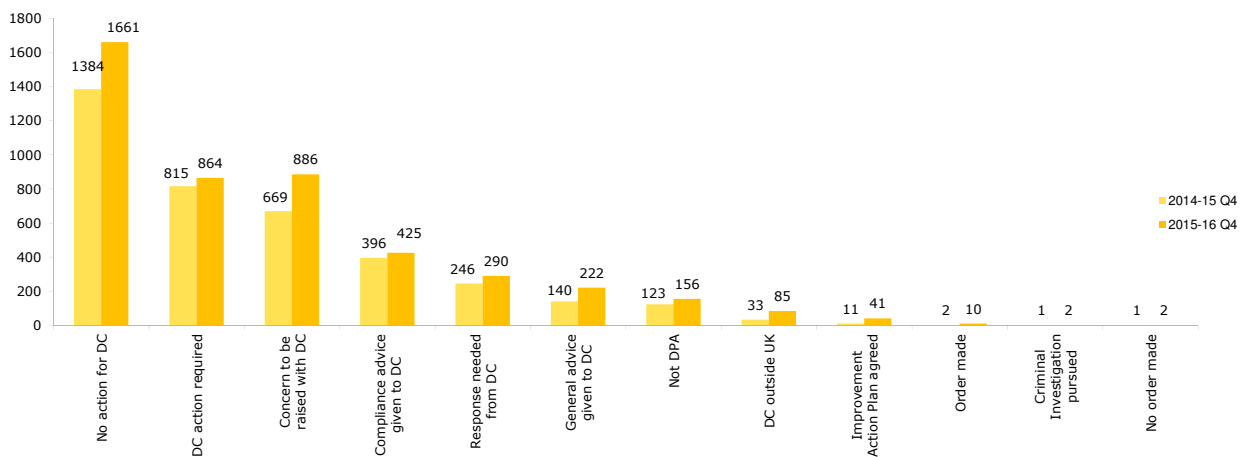
Receipts and Closures by Quarter



DP concerns - Age profiles of finished casework

Age profile	Q4	%
0 - 30 days	1,926	41.5%
31 - 90 days	2,294	49.4%
91 - 180 days	369	7.9%
181 - 270 days	41	0.9%
271 - 365 days	11	0.2%
365 days +	3	0.1%
Total	4,644	100%

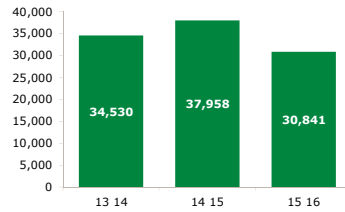
Outcomes comparisons concerns finished in Q4



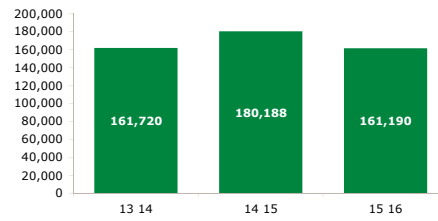
Concerns reported

	2014/15	2015/16
Quarter 1	47,843	46,676
Quarter 2	50,609	45,470
Quarter 3	43,778	38,203
Quarter 4	37,958	30,841
Total	180,188	161,190

Concerns reported in Quarter 4



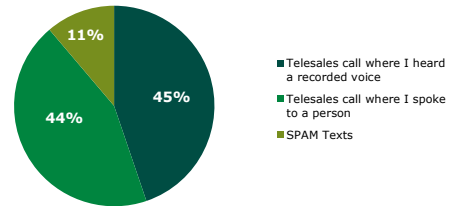
Comparative concerns reported YTD



Nature of telesales and SPAM texts reported

	2014/15			2015/16		
	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts
Quarter 1	22,105	18,635	6,830	17,057	22,992	6,208
Quarter 2	26,237	18,170	5,925	20,885	19,958	4,234
Quarter 3	19,368	19,085	5,008	20,129	13,862	3,874
Quarter 4	12,478	19,192	5,917	13,354	13,440	3,553
Total	80,188	75,082	23,680	71,425	70,252	17,869

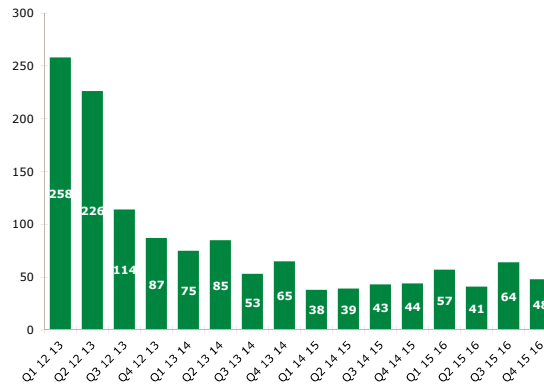
Nature of telesales and SPAM texts reported 2015-16



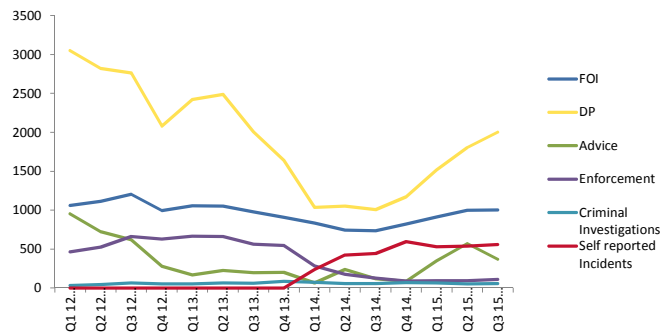
Cookie concerns reported

	2014/15	2015/16
Quarter 1	38	57
Quarter 2	39	41
Quarter 3	43	64
Quarter 4	44	48
Total	164	210

Cookie concerns reported



Caseload trend



Case types can change as work is progressed, which means work can move between caseloads.
reported incidents were recorded as Enforcement cases prior to April 2014.

*Some self

FOI and EIR Complaints - age profiles

Age profile	Caseload Q4	%
0 - 30 days	298	31%
31 - 90 days	367	38%
91 - 180 days	213	22%
181 - 270 days	65	7%
271 - 365 days	11	1%
Over 1 Year	1	0.1%
Total	955	100%

DP Concerns - age profiles

Age profile	Caseload Q4	%
0 - 30 days	1,189	64%
31 - 90 days	514	28%
91 - 180 days	105	6%
181 - 270 days	22	1%
271 - 365 days	6	0.3%
Over 1 Year*	12	0.6%
Total	1,848	100%

*There are 12 DP Concerns over 12 months old. These cases are being dealt with by the Enforcement department. Decisions are yet to be made about whether further regulatory action is warranted. Once these decisions have been made these cases will be closed.

Written advice - age profile

Age profile	Caseload Q4	%
0 - 30 days	134	98%
31 - 90 days	1	1%
91 - 180 days	2	1%
Total	137	100%

Self reported Incidents - age profile

Age profile	Caseload Q4	%
0 - 30 days	152	32%
31 - 90 days	119	25%
91 - 180 days	88	18%
181 - 270 days	63	13%
271 - 365 days	30	6%
Over 1 Year	26	5%
Total	478	100%

Enforcement - age profile

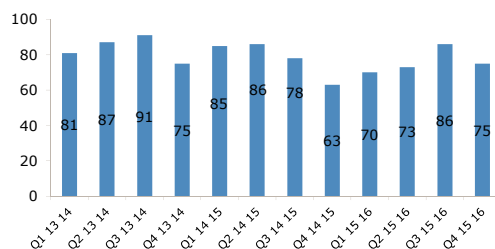
Age profile	Caseload Q4	%
0 - 30 days	27	20%
31 - 90 days	36	27%
91 - 180 days	41	31%
181 - 270 days	13	10%
271 - 365 days	3	2%
1yr - 2yr	5	4%
Over 2 yr	7	5%
Total	132	100%

Criminal Investigations - age profile

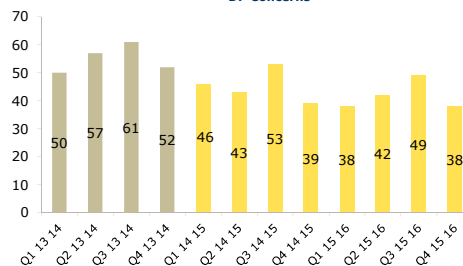
Age profile	Caseload Q4	%
0 - 30 days	17	26%
31 - 90 days	22	33%
91 - 180 days	17	26%
181 - 270 days	2	3%
271 - 365 days	1	2%
1yr - 2yr	1	2%
Over 2 yr	6	9%
Total	66	100%

Average age of caseload in days at end of each quarter

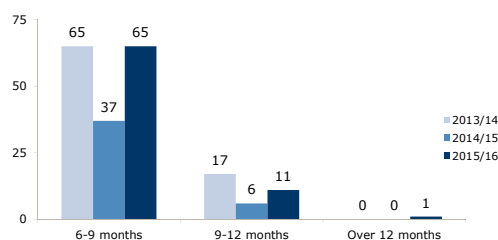
FOI and EIR Complaints



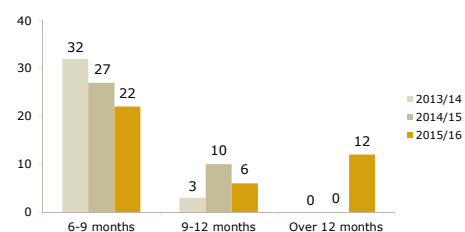
DP Concerns



FOI and EIR Complaints over 6 months old



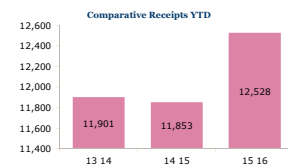
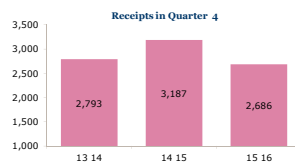
DP Concerns over 6 months old



Written advice casework received

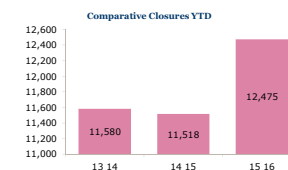
	2014/15	2015/16
Quarter 1	2,881	3,079
Quarter 2	3,003	3,491
Quarter 3	2,782	3,272
Quarter 4	3,187	2,686
Total	11,853	12,528

Written advice



Written advice casework closed

	2014/15	2015/16
Quarter 1	2,852	2,723
Quarter 2	2,716	3,027
Quarter 3	2,856	3,381
Quarter 4	3,094	3,344
Total	11,518	12,475



Helpline advice

Helpline calls received

	2014/15	2015/16
Quarter 1	54,749	48,810
Quarter 2	49,217	54,440
Quarter 3	46,671	49,765
Quarter 4	54,241	51,685
Total	204,878	204,700

% calls answered

	2014/15	2015/16
Quarter 1	95%	95%
Quarter 2	95%	94%
Quarter 3	96%	96%
Quarter 4	95%	95%
Total	95%	95%

Helpline calls YTD

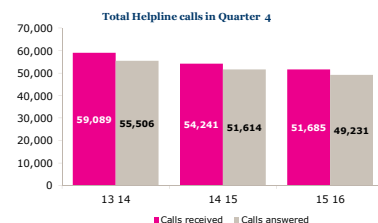
	2014/15	2015/16
Received	204,878	204,700
Answered	195,431	194,728
% Answered	95%	95%

Helpline calls answered

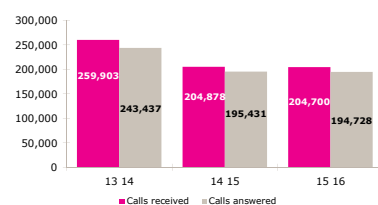
	2014/15	2015/16
Quarter 1	52,170	46,507
Quarter 2	46,933	51,346
Quarter 3	44,714	47,644
Quarter 4	51,614	49,231
Total	195,431	194,728

Average wait time

	2014/15	2015/16
Quarter 1	61	47
Quarter 2	61	62
Quarter 3	47	53
Quarter 4	49	55
Average Wait YTD	54	54



Comparative total calls YTD

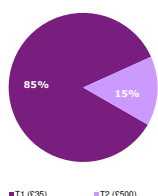


Registration fee income

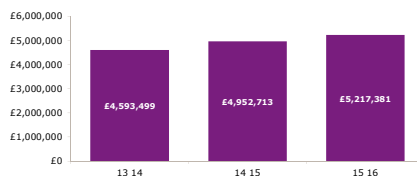
Fee income received

	2014/15	2015/16
Quarter 1	£3,993,100	£4,158,504
Quarter 2	£4,272,808	£4,631,593
Quarter 3	£4,300,793	£4,307,847
Quarter 4	£4,952,713	£5,217,381
Total	£17,519,414	£18,315,325

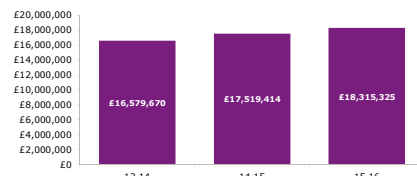
Fee income received in Q4 by fee tier



Registration Fee Income for Quarter 4



Comparative fee income YTD

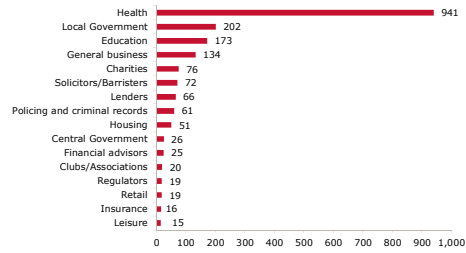


Self reported Incidents - Data Protection

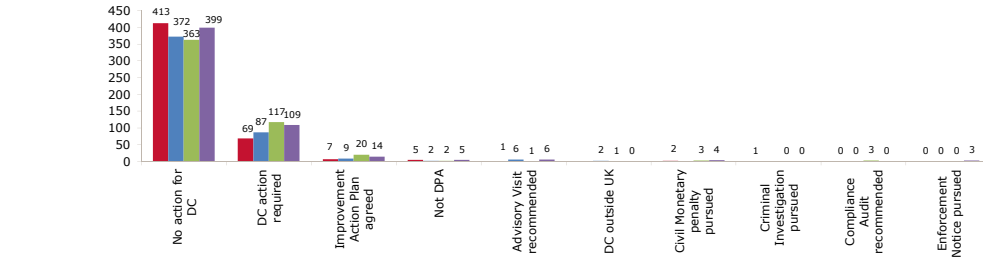
	Received	
	2014/15	2015/16
Quarter 1	441	446
Quarter 2	411	519
Quarter 3	401	521
Quarter 4	413	468
Total	1,666	1,954

	Closed	
	2014/15	2015/16
Quarter 1	206	503
Quarter 2	219	490
Quarter 3	390	515
Quarter 4	265	543
Total	1,080	2,051

Sectors generating most self reported incidents YTD



Outcomes YTD



Enforcement and Criminal Investigations

Enforcement

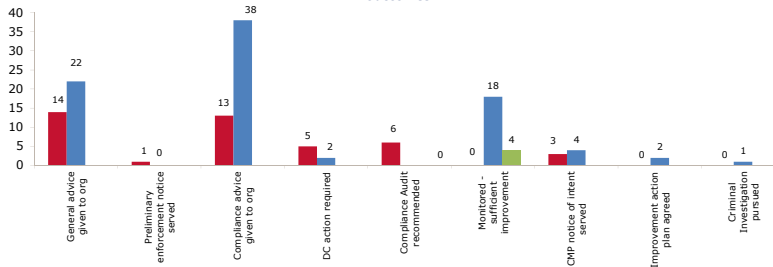
		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2014/15	Quarter 1	9	23	3	249	22	2
	Quarter 2	6	13	5	100	26	4
	Quarter 3	7	9	0	41	27	1
	Quarter 4	7	11	4	36	19	4
Total		29	56	12	426	94	11
2015/16	Quarter 1	5	37	0	23	9	1
	Quarter 2	8	31	0	13	28	3
	Quarter 3	5	64	0	17	34	0
	Quarter 4	13	70	0	6	56	0
Total		31	202	0	59	127	4

*The number of cases with an Enforcement case type has fallen as anticipated since the introduction of Project Eagle. Cases are now recorded under the most appropriate case type such as DP concern / Self reported incident. The Enforcement case type is used for the consideration of Enforcement action.

Sectors generating most Enforcement cases YTD



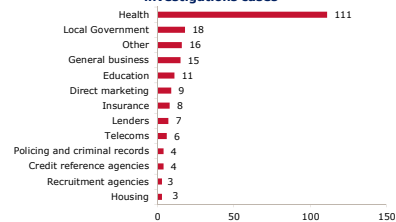
Outcomes YTD



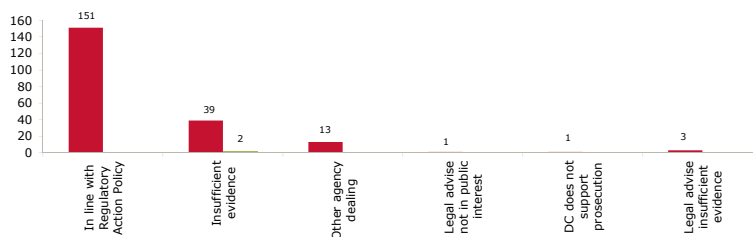
Criminal Investigations

		Received		Finished	
		Data Protection	FOI and EIR	Data Protection	FOI and EIR
2014/15	Quarter 1	57	2	61	2
	Quarter 2	38	2	55	1
	Quarter 3	46	0	47	1
	Quarter 4	55	2	47	1
Total		196	6	210	5
2015/16	Quarter 1	55	0	57	1
	Quarter 2	58	0	73	0
	Quarter 3	55	0	46	1
	Quarter 4	69	1	61	0
Total		237	1	237	2

Sectors generating most criminal investigations cases



Outcomes YTD



Notices, Cautions and Prosecutions

2015-16	Quarter 1			Quarter 2		Quarter 3		Quarter 4		Total
	Data Protection	PECR	FOI	Data Protection	PECR	Data Protection	PECR	Data Protection	PECR	
Undertaking served	13			14		6		3	2	38
Enforcement notice served			1	1		1	3	5	6	17
Prosecuted	1			2		9		2		14
Caution served	2					1				3
CMP served	1			1	3	3	6		8	22
5a PECR Penalties							1		2	3

The number of notices or undertakings actually served may differ to the number of cases closed as some cases can have more than one notice type served on them or a number of cases with one Data Controller will result in a single notice or undertaking being served.